Tom Green County

Executive Technology Service Report
provided by CalTech

7/1/2007 - 9/30/2007

Total Service Time:	154.75
Total Project Time:	0.00
Emergency Incidents Used:	0
Total Contract Time Used:	154.75
Other Time (Travel):	0.00

Total Service Time Used by Contacts

Contact	
Anne Bramble	2.00
Susan Counts	148.50
Larry Justiss	3.50
Mitch Mitchell	0.75
Grand Total:	**154.75**

Contract Time by Problem Category
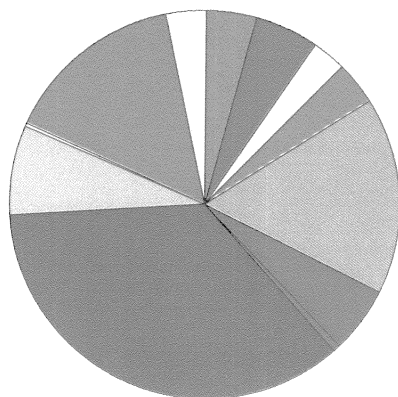
Backup System Problem	4.0%
Email Problem	5.5%
Internet Problem	2.6%
LAN/WAN Problem	3.7%
Maintenance	16.3%
Misc	5.5%
Ordering	0.2%
PC Problem	0.5%
Projects	35.5%
Research	7.6%
Security	0.3%
Server Problem	15.0%
Technology	3.2%
Total:	100.0%

Tom Green County

Executive Technology Service Report
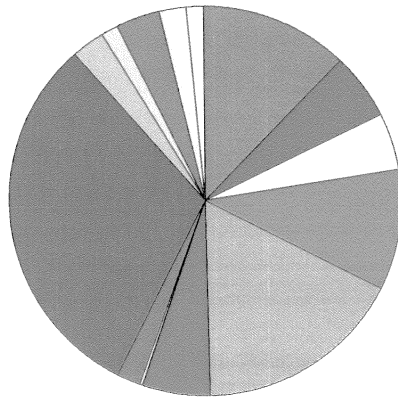## provided by CalTech
10/1/2007 - 12/31/2007

Total Service Time:	158.00
Total Project Time:	0.00
Emergency Incidents Used:	3
Total Contract Time Used:	155.00
Other Time (Travel):	0.00

Total Service Time Used by Contacts

Contact	
Anne Bramble	1.00
Susan Counts	138.25
Larry Justiss	1.25
Mitch Mitchell	17.50
Grand Total:	**158.00**

Contract Time by Problem Category

■	Backup System Problem	12.2%
■	Email Problem	5.5%
□	Internet Problem	4.9%
■	LAN/WAN Problem	9.8%
■	Maintenance	17.2%
■	Misc	5.7%
□	Ordering	0.2%
■	PC Problem	2.1%
■	Projects	31.0%
■	QNC	2.8%
□	Research	1.3%
■	Security	3.8%
□	Server Problem	2.2%
□	Technology	1.3%
	Total:	100.0%